

ISU Insurance Services ARMAC Agency

Independently Owned & Operated

RE: MB Docket No. 15-149

Tom Wheeler
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Chairman Wheeler,

I am writing to express my support for the merger of Charter Communications, Time Warner Cable and Bright House Networks into New Charter. As CEO of ISU Insurance Services and member of the Victorville City Council, and Vice President to the San Bernardino Associated Governments (SANBAG) board, I am deeply connected to my local business community. Through my experience, I have developed a full understanding of the economic needs of this region, and I believe New Charter would help tackle many of our technology deficiencies.

New Charter would advance the broadband technology available to businesses in my area, including providing the latest cloud-based technology, faster speeds, WiFi access points and quality customer care. These issues would be facilitated through numerous company commitments, which would begin with following through on Charter's digitization program. For several years Charter has worked to digitize across its platform. New Charter would immediately work to digitize former Time Warner and Bright House customers, and would give all customers Charter's cloud-based guide. With a basement broadband speed of 60 Mbps, all customers would experience high-speed service. In addition, the company would also invest in 300,000 out-of-home WiFi access points across its footprint.

New Charter would also invest heavily in customer care. Understanding the sometimes negative perception of the cable broadband industry, New Charter would commit to providing quality customer service. To do this, it would expand domestic call centers by returning overseas offices to the United States. This would improve customer service, but also boost American jobs, which is certainly an important aspect of the merger.

I am very impressed with New Charter, and believe it would bring many benefits to my community and the industry as a whole. I urge you to consider what a pro-consumer, pro-broadband company would do for the telecommunications industry, and join me in supporting the merger.

Sincerely,



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